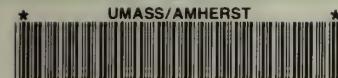


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# Complementary Paratransit Plan



Prepared for  
Pioneer Valley Transit Authority  
by the Pioneer Valley Planning Commission  
January 1995



## COMPLEMENTARY PARATRANSIT PLAN UPDATE

Prepared for:  
The Pioneer Valley Transit Authority

Prepared by:  
The Pioneer Valley Planning Commission

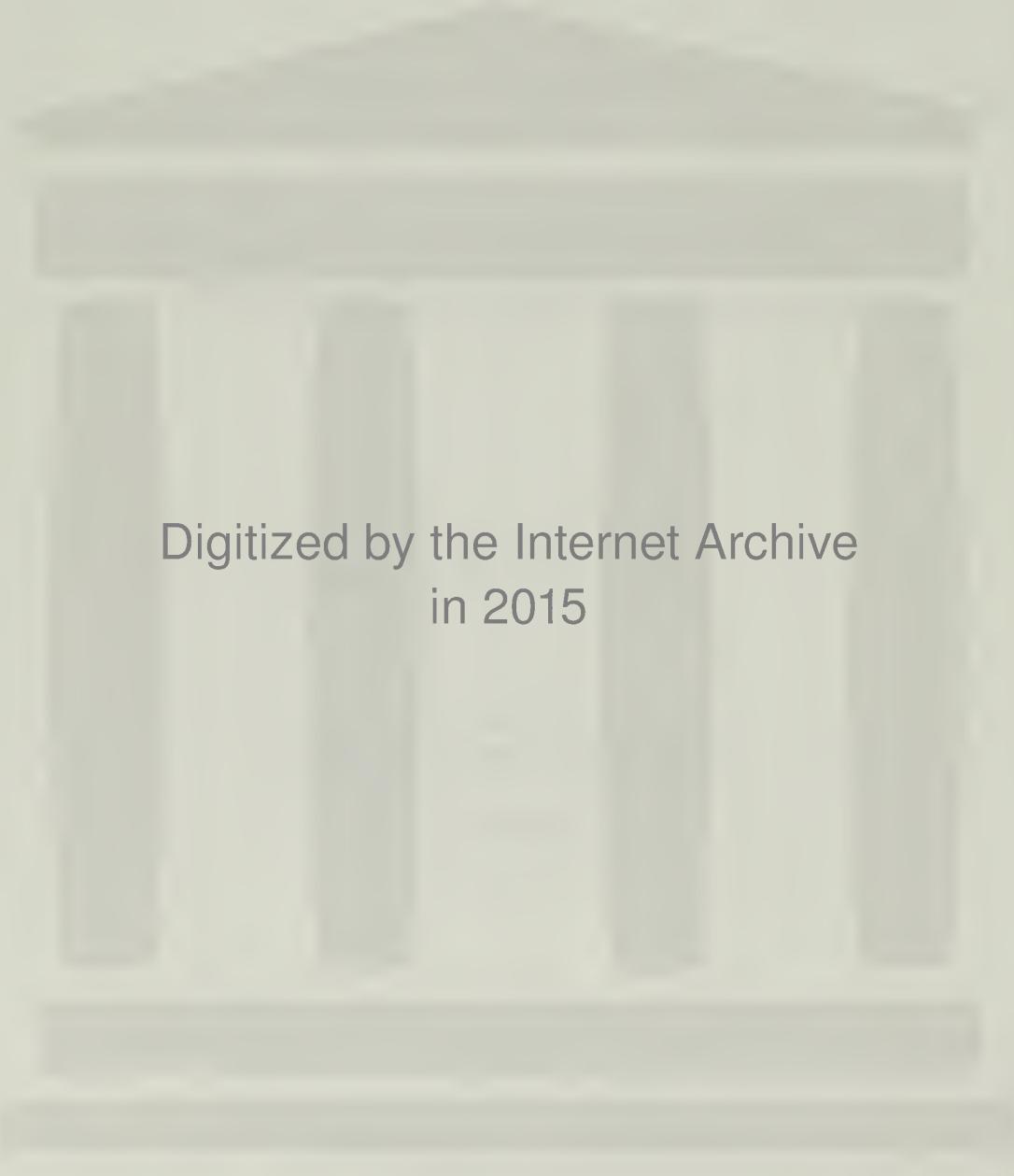
January 1995

### Staff Credits:

Prepared under the direction of Timothy W. Brennan, Executive Director.

Writing: Brian W. Piascik, Transit Manager  
Research and Statistics: PVTA Administration Staff  
Graphics: Shaun Hayes, Principal Planner

This report was prepared with assistance from the Federal Transit Administration.



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## **I General Information**

### **1. Submitting Entity**

Pioneer Valley Transit Authority (PVTA)

Contact Person: Marlene B. Connor, Administrator  
Pioneer Valley Transit Authority  
2808 Main Street  
Springfield, MA 01107

The primary recipient of financial assistance from the Federal Transit Administration (FTA) in the region is the Pioneer Valley Transit Authority (PVTA). The PVTA provides public transportation to the communities in the urbanized core of the region, as well as several adjoining rural communities. In all, 23 communities are currently members of the PVTA.



**2. MPO Certification of Paratransit Plan**

**MPO CERTIFICATION OF PARATRANSIT PLAN**

The Pioneer Valley Metropolitan Planning Organization hereby certifies that it has reviewed the ADA paratransit plan update prepared for the PIONEER VALLEY TRANSIT AUTHORITY as required under 49 CFR 37.139(j) and finds it to be in conformance with the transportation plan developed under 49 CFR part 613 and 23 CFR part 450 (the FTA/FHWA joint planning regulation). This certification is valid for one year.

{Signatory sheets are attached to the end of this report.}



## II Timetables and Progress Report on Milestones

Table 1  
Pioneer Valley Transit Authority, Springfield MA.

### TIMETABLE PROGRESS REPORT

1994 Update Target Date	1994 Milestone	Milestone Progress Report Period January 26, 1994 - January 25, 1995	1995 Update New Date
July 1994	Y	Begin weekend paratransit service in Hampshire County. Institute next day brokering for weekends and holidays in Hampshire County	N/A N/A
October 1994	N	Take delivery of 10 new fixed route accessible buses.	January 1996
November 1994	N	Begin accessible bus service on PVTA routes: Route 108 - Orange-Plumtree/Walnut-College Route 22 - Holyoke/Fairfield Mall via Aldenville Route 706 - Northampton/Florence via King Street Route 315 - Gatehouse Road Route 325 - West Street	February 1996
December 1994		Obtain approval of grant request for fixed route accessible buses and paratransit vehicles.	
January 1995		The Pioneer Valley Transit Authority will be in full compliance with the ADA regulations.	

Form 2  
Pioneer Valley Transit Authority, Springfield MA.

**MILESTONE SLIPPAGE EXPLANATION**

Milestone Delays	1994 Target Date	1995 Target Date
1 November 1994 goal to begin accessible service on PVTA Routes 108, 22, 315, 325, and 706 have been delayed due to the lack of available funding for lift-equipped buses. PVTA plans a large scale purchase in late 1994 with delivery slated for early 1996.	November 1994	January 1996

Table 2  
Pioneer Valley Transit Authority, Springfield MA.

**REVISED TIMETABLE FOR IMPLEMENTATION**

---

1994 - 1997 Target Date	Milestone for Implementation Period January 26, 1994 - January 25, 1997
February 1996	Take delivery of 100 new fixed route accessible buses and paratransit vehicles.
March 1996	Begin accessible bus service on PVTA routes: Route 105 - Dickinson/ Plainfield Route 106 - Ludlow via Bay Route 108 - Orange-Plumtree/Walnut-College Route 110 - Springfield/Westfield Route 113 - Maple Street Route 22 - Holyoke/Fairfield Mall via Aldenville Route 24 - Essex-Appleton/Holyoke Mall via Sargeant Route 315 - Gatehouse Road Route 325 - West Street Route 401 - Springfield/Wilbraham Route 403 - Wilbraham Road-Parker-Eastfield Mall Route 701 - Northampton/Easthampton-Holyoke Community College Route 704/705 - Springfield/Feeding Hills-Agawam Route 706 - Northampton/Florence via King Street
April 1996	Begin accessible bus service on PVTA routes: Route 20 - Holyoke/Springfield via Riverdale & Holyoke Mall Route 301 - UMass/Mt. Holyoke College via Hampshire College & Amherst College
May 1996	Begin accessible bus service on PVTA routes: Route 103 - Springfield Plaza via Liberty/King-Westford Circle Route 111 - Springfield/Holyoke Community College Express Route 406 - Springfield/Longmeadow-Enfield

---

Table 2 (cont.)  
Pioneer Valley Transit Authority, Springfield MA.

**REVISED TIMETABLE FOR IMPLEMENTATION**

1996 - 1999 Target Date	Milestone for Implementation Period January 26, 1995 - January 2, 1998
May 1996	Begin accessible bus service on PVTA routes: Route 109 - St. James Avenue Route 115 - Worthington Street Route 19 - Springfield Plaza/Fairview via Fairfield Mall Route 23 - Holyoke/Westfield via Holyoke Community College Route 25 - Holyoke Mall via Main/South Hadley-Granby
October 1998	Take delivery of 10 new fixed route vehicles
November 1998	Begin accessible bus service on PVTA routes: Route 340/350 - UMass Campus Shuttle Route 404 - Springfield/East Longmeadow Route 303/304 - Smith College/Hampshire College-Mt. Holyoke College

Table 3  
Pioneer Valley Transit Authority, Springfield MA.

**SERVICE CRITERIA COMPLIANCE DATE**

Compliance Item	In Full Compliance	Expected Date of Compliance
<b>Eligibility Process</b>		
1 Requests for certification being accepted and all aspects of policy established	Y	N/A
2 Compliance with companion and personal care attendant requirements	Y	N/A
3 Compliance with visitor requirements	Y	N/A
<b>Service Criteria</b>		
<i>Service Area</i>		
4 Service to all origin and destinations within the service area	Y	N/A
5 Coordination with contiguous/overlapping service areas	Y	N/A
<i>Response Time</i>		
6 Requests accepted during business hours on "next day" basis	Y	N/A
7 Requests accepted on all day prior to days of service (weekends/holidays)	Y	N/A
8 Requests accepted at least 14 days in advance	Y	N/A
9 Trips scheduled within one hour of requested pickup time	Y	N/A
<i>Fares</i>		
10 No more than twice the base fixed route fare for eligible individuals	Y	N/A
11 Compliance with companion fare requirement	Y	N/A
12 Compliance with personal care attendant fare requirement	Y	N/A

Table 3 (cont.)  
Pioneer Valley Transit Authority, Springfield MA.

**SERVICE CRITERIA COMPLIANCE DATE**

Compliance Item	In Full Compliance	Expected Date of Compliance
<i>Service Criteria</i>		
<i>Days and Hours of Service</i>	Y	N/A
Paratransit service provided during all days and hours when fixed route service is in operation	Y	N/A
<i>Trip Purposes</i>	Y	N/A
No restriction on types of trip purposes	Y	N/A
No prioritization by trip purpose in scheduling	Y	N/A
<i>Capacity Constraints</i>		
No restrictions on the number of trips an individual will be provided	Y	N/A
No waiting lists for access to the service	Y	N/A
No substantial numbers of significantly untimely pickups for initial or return trips	Y	N/A
No substantial numbers of trip denials or missed trips	Y	N/A
No substantial numbers of trips with excessive trip lengths	Y	N/A
When capacity is unavailable, subscription trips are less than 50 percent	Y	N/A
Date targeted in Plan for full compliance with all ADA paratransit requirements		
1994 Update Submission	July 1995	
1995 Update Submission	July 1995	

## III Demand Estimates

## 1. Demand Estimates for Paratransit Services

Table 4  
Pioneer Valley Transit Authority, Springfield MA.

## ADA PARATRANSIT DEMAND ESTIMATE

Demand	Actual		Actual		Projected		Projected	
	1991	1992	1993	1994	1995*	1996*	1997**	
ADA Eligibility								
Number of Trips per Year								
1	Persons certified for ADA Paratransit	N/A		880	1,827	3,545	3,722	3,908
2	ADA paratransit trips	N/A	314	48,764	82,388	93,050	97,700	102,575
3	Total paratransit trips	314,249	275,047	260,475	270,060	283,563	297,741	309,650
4	Total paratransit revenue hours	118,660	107,902	90,585	94,521	96,045	98,302	
5	Number of ADA paratransit trips provided by contracted taxi service							
6	Number of ADA paratransit trips purchased (contracted out)							
7	Total number of persons in the ADA paratransit service area according to 1990 US Census.							
								N/A
								N/A
								551,543

\* 1995-6 projections based on 5% increase in certified persons, 5% increase in trips, and slight improvements in efficiencies because of larger vehicles. 1997-8 projections based on 4% increases in certified persons.



## IV Budget, Cost and Vehicle Estimates

## 1. ADA Paratransit Costs

Table 5  
Pioneer Valley Transit Authority, Springfield MA.

**ADA PARATRANSIT COST ESTIMATES**

1 Expenses	Actual		Actual		Budgeted	Projected	Total
	1992	1993	1994	1995	1996**	1997**	92 - 97
	\$ (Dollars)						
<b>ADA Paratransit Expenses</b>							
1 Capital*	56,208	56,679	78,602	105,000	300,000	300,000	896,489
2 Administrative/Operating*	12,342	315,909	306,703	445,000	534,305	547,663	2,161,922
3 Total	68,550	372,588	385,305	550,000	834,305	847,663	3,058,411
<b>Total Paratransit Expenses</b>							
4 Capital	56,208	306,375	257,710	350,000	950,000	900,000	2,820,293
5 Administrative/Operating	1,925,978	1,707,074	1,945,083	2,085,094	2,137,221	2,190,652	11,991,102
6 Total	1,982,186	2,013,449	2,202,793	2,435,094	3,087,221	3,090,652	14,811,395

13  
13

In 1991, the total paratransit costs for the transit system were: \$1,521,926

\*A ratio was used to break out ADA costs from total paratransit operating costs.

\*\*Capital expenditure projections based on current TIP levels of funding in FTA Section 18, 9, and Massachusetts Mobility Assistance Program, and 2.5% increases in operating costs

2. Total System Costs

Table 6  
Pioneer Valley Transit Authority, Springfield MA.

**TOTAL TRANSIT SYSTEM COST ESTIMATES**

1	2	3	4	5	14		
Expenses	Actual 1992 \$ (Dollars)	Actual 1993 \$ (Dollars)	Actual 1994 \$ (Dollars)	Budgeted 1995 \$ (Dollars)	Projected 1996** \$ (Dollars)	Projected 1997** \$ (Dollars)	Total 92 - 97 \$ (Dollars)
<b>Transit System Costs*</b>							
1	Capital	1,314,357	11,423,576	880,699	3,850,000	5,062,500	27,593,632
2	Operating	17,177,212	18,051,016	19,064,054	19,682,871	20,777,887	21,818,514
3	Total	18,491,569	29,474,592	19,944,753	23,532,871	25,840,387	144,165,186
<b>ADA Paratransit Costs</b>							
4	Total	68,550	372,588	385,305	550,000	834,305	847,663
<b>ADA as Percent of Total</b>							
5	Percent of Total	0.37%	1.26%	1.93%	2.34%	3.23%	3.15%
							2.12%

In 1991, Total system costs for the transit system were: \$ 27,223,480

\*Total system expense includes fixed route, paratransit, et. al.

\*\* Projections are based on the current capital expenditure listings in the Transportation Improvement Program and 2.5% growth in operating costs

### 3. Accessible Fixed-Route Buses

Table 7  
Pioneer Valley Transit Authority, Springfield MA.

#### FIXED ROUTE BUSES

	Bus Fleet	Actual 1991	Actual 1992	Actual 1993	Projected 1994	Projected 1995	Projected 1996	Projected 1997	Projected 1998
1	Total number of buses	178	178	178	178	178	178	178	178
2	Buses without lifts/ramps	163	163	152	117	117	17	7	7
3	Buses with pre-ADA lifts/ramps	15	15	15	15	15	15	15	15
4	Buses with ADA lifts/ramps	0	0	11	46	46	146	156	156
5	Percent bus with lifts/ramps	8%	8%	15%	34%	34%	90%	96%	96%

1994 Fixed route boardings requiring deployment of lift: 1015  
Projections based on current Transportation Improvement Program.

**4. Paratransit Vehicles**

Table 8  
Pioneer Valley Transit Authority, Springfield MA.

**PARATRANSIT VEHICLES**

	Paratransit Fleet	Actual	Actual	Projected	Projected	Projected	
		1992	1993	1994	1995	1996	1997
1	Vans and Minivans	46	48	49	50	52	55
2	Mini-buses	0	0	1	1	1	5
3	Sedan/Wagons	4	4	4	4	4	4
Lift-equipped paratransit vehicles							
4	Buses, Vans and Minivans	46	48	50	51	53	60

5 1994, Approximate number of buses, vans, and minivans, etc., excluding taxis owned by PVTA contractors that routinely provide paratransit service for the PVTA system: N/A

6 Prior to ADA paratransit, the PVTA transit system offered demand responsive paratransit service (P).

## 5. ADA Paratransit Customer Estimates

Table 9  
Pioneer Valley Transit Authority, Springfield MA.

**PARATRANSIT CUSTOMERS**

Number of persons certified as ADA paratransit eligible in the PVTA system in 1994	3,545
Number of persons certified as ADA paratransit eligible in the PVTA system in 1997	4,103
Total population of PVTA service area according to 1990 US Census	551,543
Percentage of ADA eligible persons between the ages of -	
0 to 16 years old	2%
17 to 61 years old	35%
62 to 70 years old	17%
over 70 years old	46%
Percentage of ADA eligible persons with -	
Sensory Impairments	N/A
Mobility Impairments	N/A
Mental, Cognitive or Developmental Impairments	N/A
Health Impairments	N/A

N/A Information not available



## **V Public Participation**

The ADA requires public participation to be an integral part of the ongoing paratransit planning process. In response to this requirement, the PVTA has instituted a process to ensure that participation is sought from the widest range of persons and groups anticipated to use the transit services, as described below.

### **1. ADA Advisory Committee**

The ADA Advisory Committee is made up of disabled consumers, advocates of organizations for the disabled, PVTA-contracted transportation providers, and social service agencies that provide direct services to persons with disabilities. During the meetings of the ADA Appeals Board, a subcommittee of the ADA Advisory Committee that hears individuals wishing to appeal their ADA eligibility status, issues related to ADA paratransit services were discussed and addressed.

Meeting dates:

January 18, 1994	September 22, 1994
June 16, 1994	October 20, 1994
July 21, 1994	November 16, 1994
August 23, 1994	

### **2. PVTA's Paratransit Committee**

The Paratransit Committee, a subcommittee of the PVTA Advisory Board, is responsible for forwarding recommendations to the Board for improvement of the PVTA paratransit operations. ADA transit service has been a topic of discussion at several meetings of the Paratransit Committee. The Committee has exerted significant efforts in maximizing the paratransit system's efficiency in order to accommodate the growing number of eligible riders.

Meeting dates:

January 18, 1994	May 5, 1994
February 2, 1994	May 31, 1994
March 9, 1994	August 2, 1994
March 30, 1994	September 19, 1994
April 8, 1994	November 7, 1994
May 4, 1994	

### **3. Out Reach Activities**

The PVTA participated in several on-site presentations to educate the public about the PVTA transit system and the ADA. The PVTA staff presented information regarding the transportation services available in the region, eligibility requirements, and ways to access transit services at various meetings held by the City of Springfield Veteran's, Administration and Human Services Committee, a subcommittee of the Springfield City Council. The Committee's main

consideration are the issues, needs and concerns of the elderly and disabled. Informational literature, including mobility training information and ADA application materials were also distributed at these meetings.

Meeting dates:

January 3, 1994	Charles River Hospital, Chicopee
January 9, 1994	Willimansett Nursing Home, Chicopee
January 17, 1994	Independence House, Springfield
March 14, 1994	Eastern State Exposition Home Show, West Springfield
April 5, 1994	Old Hill Neighbors Council, Springfield
April 15, 1994	Alice B. Beal School, Springfield 1
May 16, 1994	Bangs Community Center, Amherst
May 24, 1994	New North Citizen's Council
June 6, 1994	Nash Hill Retirement Home, Williamsburg
June 13, 1994	Division of Unemployment, Springfield
June 15, 1994	Riverview and Hispanic Community Groups, Holyoke
June 25, 1994	Division for the Blind, Regionwide
August 8, 1994	Southwick Recreation Center
August 15, 1994	Mediplex Nursing Home, East Longmeadow
August 22, 1994	Mercy Hospital, Springfield
August 29, 1994	Chicopee Council on Aging
Aug. 29-Sep. 2, 1994	Elderly & Disabled Housing, Chicopee
October 5, 1994	Learning Disabilities Awareness Month Event, Regionwide

#### **4. Mailing List**

PVTA has developed and maintains a mailing list of a broad range of agencies and persons who use ADA paratransit services. PVTA uses this mailing list as a method of announcing service changes (i.e. extended hours, weekend service, next day service, etc.), start up dates and information on how to access the services available.

#### **5. Consultation Activities**

Informational transit forums were made available by the PVTA. Several organizations requested forums where PVTA staff presented a brief overview of the PVTA transit system. Attendants brought up questions and concerns regarding the public transit services available through the PVTA.

February 15, 1994	PVTA ADA Seminar, Regionwide
March 14, 1994	Aids Project, Regionwide
May 16, 1994	Low Vision Group, Regionwide
May 23, 1994	Washington School, Springfield
June 24, 1994	Juniper School, Westfield

July 18, 1994	Holyoke Community College
August 8, 1994	Senior Citizen Forum, Sponsored by State Sen. Brian Lees
August 12, 1994	Golden Gathering/Senior Day,
October 29, 1994	River Valley Counciling, Holyoke

PVTA's staff has developed a comprehensive paratransit passenger guide. This guide will include all information an individual would need to know in order to access PVTA's paratransit services. The PVTA will continue this effort and plans to publish the guide in early Spring of 1995.

## **6. Legal Notices and Press Releases**

Legal notices were advertised in all regional editions of the Union-News (Hampshire, Metro East, Westfield, Agawam-West Springfield, Chicopee-Holyoke, and Springfield) and the Daily Hampshire Gazette to inform the public about public hearings being held. Public hearing notices were issued through the Massachusetts Commission for the Deaf and Hard of Hearing, the Massachusetts Commission for the Blind and the Department of Mental Retardation newsletters. Notices were mailed using the mailing lists of human service agencies in the region. Notices were also posted in all PVTA vehicles and councils on aging.

Press releases were mailed to approximately 11 newspapers (both dailies and weeklies), 15 radio stations and three television stations

## **7. Public Hearings**

Several public hearings were held on November 15 and 17, 1994, in the communities of Amherst and Springfield to review the ADA Complementary Paratransit Plan Update.

Accessible transportation was made available. Interpreters and access for the disabled were provided. Comments either verbal or written were addressed. The minutes of the public hearings, as well as PVTA's response to issues raised at the hearings are included in the Appendix.

## **8. Marketing Efforts**

The PVTA developed an aggressive approach to marketing its ADA program in 1994. All printed materials, including the informational brochure and mobility training materials, were produced so that they were easily read and understood.

The PVTA Special Services Department demonstrated the accessible features of the lift-equipped buses to various elderly and disabled individuals. PVTA schedules seminars at recreation centers, housing complexes and other facilities located along lift-equipped fixed routes in order to answer questions and provide

detailed information about the service. In addition, the PVTA's Student Transit Education Program continues to teach grammar school students how to access the public transportation system.

## **VI Unresolved Issues**

### **1. FTA Comments on the 1994 Complementary Paratransit Plan Update**

#### **A. Eligibility Material.**

PVTA's updated and expanded eligibility material is enclosed in Attachment.

#### **B. Legal Notices**

Legal notices were published announcing the availability of the 1995 Update. This notice also included a comment and review period, the dates and location of public hearings and the availability of the Plan in accessible formats. A copy of the legal notice is enclosed in the Attachment.



## **VII Other Issues**

### **1. Fares**

The PVTA may charge a fare equivalent to the full cost of the trip to a social service agency or other organization for defined agency trips (trips which have previously been paid for by said organization or agency). These trips are considered guaranteed and are not covered services under ADA.



**APPENDIX A**  
**ADA Advisory Committee**



**ADA ADVISORY COMMITTEE**

**Richard Mundo, Chairman**  
Agawam Council on Aging

**Janina Millet**  
Department of Mental Retardation

**Ruth Moore**  
Massachusetts Commission for the Deaf and  
Hard of Hearing

**John Durocher**  
Stavros Center for Independent Living -  
Springfield

**Ann Kos**  
Valley Opportunity Council

**Cheryl Authier**  
Leslie Education Alternatives

**William Fortier**  
Consumer

**Vincenzo Ronghi**  
National Council on Black Aging

**Susan Patch**  
Massachusetts Commission for the Blind

**Herman Curtis**  
Mayor's Office of Handicapped Affairs -  
Springfield

**Al Byam**  
UMass Transit Services

**Diana Noble**  
UMass Transit Services

**Fern Seiden**  
Foundations

**Marilyn Boisvert**  
New England Business Associates



**APPENDIX B**  
**Public Hearing Comments**



Comments from Public Hearings (November 15, 17, 1994) and Public Comment Period Regarding the ADA Update.

Using paratransit services is often a frustrating and unreliable experience due to the high demand for service.

Information and eligibility forms are not currently available in accessible format.

On fixed route service drivers do not announce stops.

Drivers are not proficient in using tie downs and assisting passengers with these.

Booking procedures for paratransit riders can be a lengthy experience. Phone lines are tied up.

The ADA committee should have representation from rural areas.

The addition of paratransit vehicles was not mentioned in the plan.

The new eligibility forms developed by the PVTA will be available in alternative accessible formats.

Schedules and route maps will be available in accessible formats after the PVTA has implemented all the phases of changes to the transit system. Currently schedules are available in alternative formats upon request.

PVTA has a policy that requires all drivers to enunciate major transit stops. PVTA would look for additional methods to ensure driver compliance. Copy of policy is attached.

PVTA requires driver training for all its paratransit and fixed route drivers. Additional training programs with a concentration on tie-downs will be considered.

Recently PVTA installed a sequencer system that allows customer service brokers to answer phone calls in the order in which they are received. If all brokers are busy, the client will be automatically put on hold and receive pertinent information regarding paratransit services. PVTA is also hiring a new ADA customer service broker to help alleviate busy signals.

The ADA Advisory Committee is made up of a variety of individuals from different organizations and areas representing all of the PVTA district.

In 1994 PVTA purchased 14 vans for its paratransit service. The new buses that PVTA is purchasing will replace existing vehicles that are not lift-equipped.

Christine Fila  
29 Elizabeth Street  
Apt. # 2  
Northampton, MA 01060



December 29, 1994

Attn: Marlene B. Connor  
Administrator  
Pioneer Valley Transit Authority  
2808 Main Street  
Springfield, MA 01107

Dear Marlene,

I am writing in response to the public hearings on ADA services provided by the PVTA. I was unable to attend the public hearing held in my local area due to insufficient notice. I would like to submit my feedback regarding the "November 1994 Draft of the Complementary Paratransit Update", and existing Fixed-Route and Paratransit service. I want to comment both as a human service provider and a consumer with a visual impairment.

I feel that the Paratransit system, in addition to Fixed-Route bus service is essential for those with disabilities who do not drive in order to maintain a sense of independence, pursue employment, social and recreational activities, and to utilize medical and other services in the community. Without adequate and reliable transportation many of these activities would be impossible for people with disabilities who do not have a drivers license. Because of the overwhelming response to the ADA Paratransit service, PVTA and vendor resources seem to be stretched to the max. Many of the staff give 200% to insure that patrons receive adequate services but due to high demand and lack of communication and consistency among other problems, using the Paratransit system is often a frustrating and unreliable experience.

Information and eligibility forms are not currently available in accessible format: large print, braille, audio tape, computer disk, etc., to persons that are print-handicapped. All alternate methods of access to printed information which is available to other PVTA users, and especially Paratransit users needs to be available in all formats, upon request and in a timely manner. The availability of printed information in accessible formats needs to be publicized in newsletters, on informational telephone tapes, with agencies serving print-handicapped individuals and by the media. Notices of important changes, schedules etc. can be made accessible 24 hours a day via a PVTA informational telephone tape or modum. Other carriers have had this type of access and their efforts have been well received by patrons. I myself incurred the cost of having bus schedules enlarged into so that I could read them, as the PVTA tried to comply with my request for large print bus

timetables, but the font size that I received was not large type.

On Fixed-Route buses, there is an ADA requirement that specifies that the driver will automatically announce each stop. Currently, the route drivers for the most part, especially on the rural runs outside of Springfield/Holyoke do not announce all stops. Even though drivers have been reminded to announce stops periodically via PVTA dispatchers, they fail to do so in a consistent manner. I have requested specific stops, and in one particular case a driver refused to announce the stop. He told me to "look" for another landmark prior to my stop (he knew that I was visually impaired and using a guide dog, and said that he thought that I could see far away but not at close distances. It appears that PVTA personnel have little understanding about the different types of visual impairment and other disabilities. Sometimes, I have gone past my stop because drivers forget to let me know that they have reached it. These situations have caused much unnecessary frustration for me, because I never know if I will be late for an appointment or will have to walk back to where I originally wanted to get off the Fixed-Route bus. When buses pull into a bus stop such as U Mass or Northampton at the Post Office, the drivers do not announce the destination of the bus, even if it is obvious that a visually impaired person is at the stop. When there are more than one bus at a bus stop, it is easy to miss the correct bus. When drivers are helpful and courteous, I do appreciate their effort. Sometimes, however, especially the part-time drivers need additional training regarding disability etiquette. For example when a multiply handicapped person was disembarking using the lift, one of the drivers let his wheelchair go, causing it to wheel forward. As the passenger was also visually impaired, he was unaware that he was moving forward out of the bus. This could have proved to be an unsafe situation for him. Also some drivers are not proficient in using the tie downs and assisting passengers with these. In regard to working dogs, there was an unfortunate situation where the driver did not want anyone to step on the working dog as it was not fully under the seat. The driver would not allow passengers to walk around the dog, but demanded that they use the rear door. The blind passenger and guide dog did not need to be singled out. Simply making the passenger with the working dog aware of the dog's being in the aisle would have been sufficient. I myself am a proficient traveler and use the subways and MBTA in addition to other transit systems, and I do not experience many of these problems that I have mentioned above. The PVTA is much smaller and drivers tend to be familiar with regular passengers, so effective training will be the key to driver and passenger education.

As a service provider, I am aware of many consumers and other service providers, especially those with or working with people having hidden disabilities being unaware of the ADA services offered by the PVTA. Many of the consumers with hidden disabilities and those living outside of the Springfield and Holyoke areas are unaware of their entitlement under the law to receive Paratransit service or accommodations when using a Fixed-Route bus.

ADA staff make a concerted effort to book trips that are the most convenient for the rider. However, the booking procedure for Paratransit rides can be a lengthy experience. Phone lines are tied up due to the increasing demand for ADA service.

Regarding the number of lift-equipped buses and vans that will be purchased in the future according to the Paratransit report, the increased numbers will add to the

Often consumers, from the Amherst/Northampton area need to contact the PVTA ADA transportation office in addition to the vendor. This is confusing to riders and time consuming as well. Also if pick up times need to be changed from the time requested due to the hour window, sometimes there is no confirmation call received, thus the consumer is unaware that his proposed trip request was changed, until the appointed time when the van or taxi does not show up. Also policies are not consistent, adding to the lack of coordination between ADA staff from the PVTA, vendor dispatchers, and drivers, and finally consumers. Cancellations and trip changes and specific information regarding the pick up are not always communicated after the consumer has called in, and the van or taxi may arrive at the wrong place, time or date or the driver may be unaware that a consumer is visually impaired and cannot look for the vehicle or has another disability requiring specific types of accommodations. Hopefully, a formal handbook and consistent policies and procedures will make the expansion of the existing services both Fixed-Route and Paratransit, a smoother one.

To continue and improve the work of the ADA Committee, it is necessary to have representation from the Amherst/Northampton and other under represented or rural areas. Each of these service areas have some unique needs because of each area being more spread out or employing part-time personnel hired through U Mass Transit, etc. People with diverse disabilities and from all geographical areas need to be represented on the Committee so that it can be effective. The work of the current membership and recruitment of additional members may have a greater influence on making all aspects of the transit area more accessible. Physical access is important, but attitudinal barriers still exist and issues of programmatic access must be addressed. I am unaware of all of the activities of the ADA Committee and its subcommittees, but have volunteered to participate in the Committee if requested. A few years ago, I organized and participated in a training to drivers in Amherst/Northampton. As a direct result of our training which focused on assisting visually impaired travelers, we received much positive feedback. In addition, drivers noted that the training was helpful in educating them about the needs of persons with visual impairments and they felt more comfortable in offering assistance to passengers with disabilities. The training proved a success as drivers began announcing some of the stops, even prior to the ADA and they demonstrated a willingness in doing sighted-guide techniques, and called out destinations as they pulled into bus stops, etc.

Regarding the number of lift-equipped buses and vans that will be purchased in the future, according to the Paratransit report, the increased numbers will add to the efficiency and expansion of the Paratransit services and also Fixed-Routes. Additional smaller vehicles would supplant the number of vehicles used to transport ADA clients and would be more cost-effective when riders are ambulatory. No mention of the purchase of additional cars was made in the proposed plan.

It is my hope that these comments will serve as feedback that can be used in a positive and constructive manner to improve and expand services for both the

**Fixed-Route and ADA Paratransit services for people with all types of disabilities.  
Please feel free to contact me if you need further information.**

**Sincerely,**

A handwritten signature in black ink, appearing to read "Christine A. Fila".

**Christine A. Fila**

**APPENDIX C**

**ADA Brochures**



**Make  
Sure You  
Don't Miss  
The Bus!**



**PVTA Mobility  
Training Program**



Pioneer Valley Transit Authority

2808 Main Street

Springfield, MA 01107

# Here's How It Works.

You and a mobility trainer will work one-on-one or within a small group, depending on your needs and abilities. You'll learn the following skills:

## **Emergency Training**

- Review important bus safety tips.
- Practice using a pay phone and asking for help if lost or in trouble.
- Understand the importance of carrying identification, as well as the names and numbers of people to notify in case of an emergency.

## **Route Training**

- Learn how to go from one place to another such as your home to school, work, or shopping.
- Plan a trip using PVTA bus schedules.

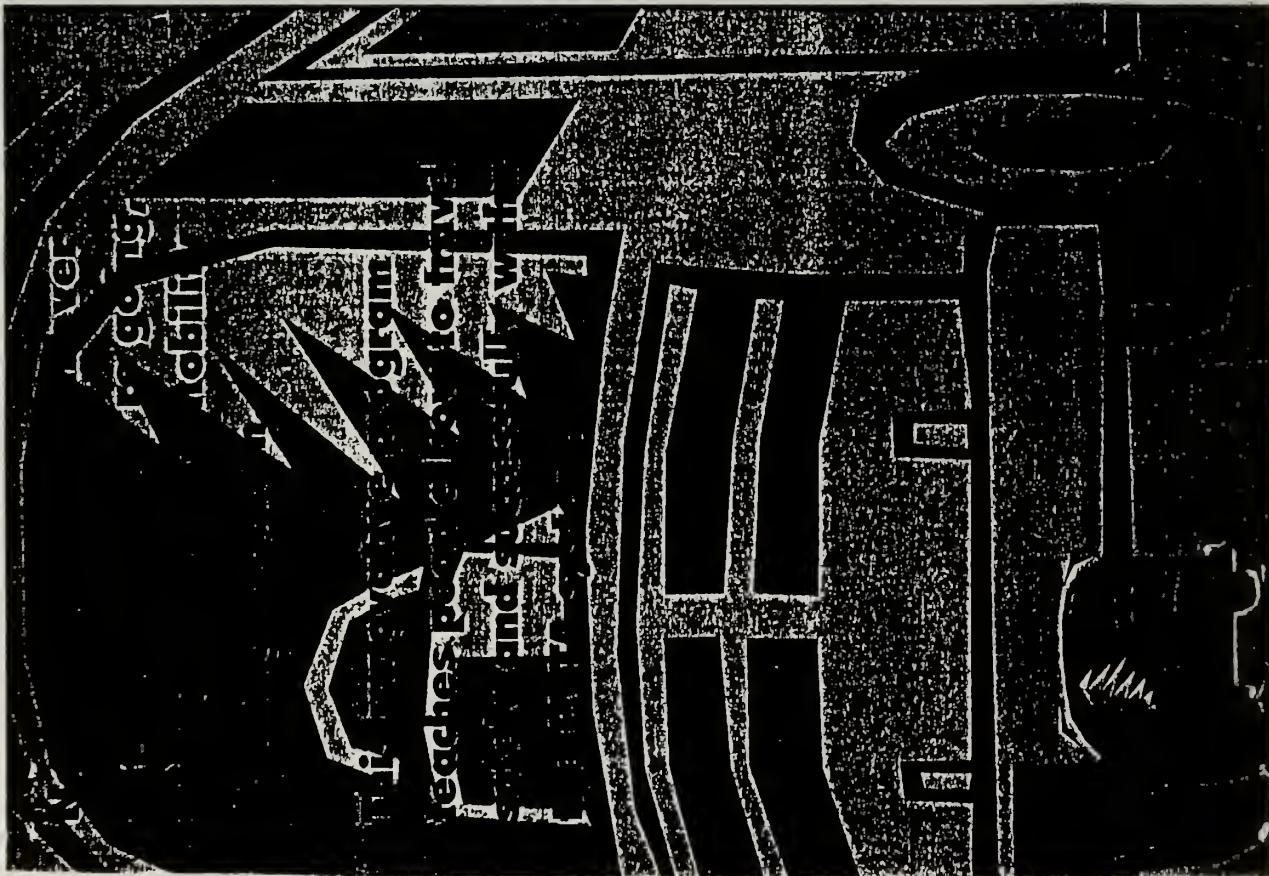
- Get to know important landmarks along the routes you use most often.

**PVTA's Mobility Training Program teaches important confidence-building skills, and can put you one-step closer to traveling independence.**

**For More  
Information  
About Our  
Mobility  
Training  
Program**



**Call 732-6248  
ext. 232.**



# Application For ADA Paratransit Service Eligibility

DRAFT

The Americans with Disabilities Act of 1990 (ADA) is a civil rights bill which bans discrimination against people with disabilities. To meet their needs, public bus companies must provide a variety of services.

If you have a disability which prevents you from using a lift-equipped PVTA bus  some or all of the time, you may be eligible for ADA Paratransit Van service  some or all of the time.

All information will be kept confidential. Only the information required to provide the services you request will be disclosed to those who perform those services. Your answers will not be shared with any other person or company.

It is important that all parts of this form are completed. If the application is not complete, it will be returned to you and that will delay having your application processed.

PVTA reserves the right to conduct an independent evaluation of skills if the information provided is inconclusive or incomplete.

Please use the envelope provided or return to:

PVTA ADA Paratransit Eligibility

2808 Main Street

Springfield, MA 01107

If you have questions, please call 734-1040 or 800-752-1638.

## PLEASE PRINT

Last Name \_\_\_\_\_ First \_\_\_\_\_ Initial \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Date of Birth (month/day/year): \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  Male  Female

Daytime Phone \_\_\_\_\_ Evening Phone \_\_\_\_\_

TDD \_\_\_\_\_ Social Security # (optional) \_\_\_\_\_

Language Ability (please check all that apply)  English  Other (specify) \_\_\_\_\_

Have you applied for ADA eligibility previously?  Yes  No

Is this a recertification?  Yes  No

Emergency Contact Name \_\_\_\_\_ Relationship \_\_\_\_\_

Daytime Phone \_\_\_\_\_ Evening Phone \_\_\_\_\_



# A. Mobility Information

1. Which of these mobility aids or equipment do you use to help you get where you need to go? (Please check all that apply to you.)

<input type="checkbox"/> None	<input type="checkbox"/> Cane	<input type="checkbox"/> Manual wheelchair
<input type="checkbox"/> Power wheelchair	<input type="checkbox"/> Powered scooter/cart	<input type="checkbox"/> Service dog
<input type="checkbox"/> White cane	<input type="checkbox"/> Picture board	<input type="checkbox"/> Walker
<input type="checkbox"/> Alphabet board	<input type="checkbox"/> Crutches	<input type="checkbox"/> Personal care attendant
<input type="checkbox"/> Portable oxygen	<input type="checkbox"/> Other _____	

2. Using a mobility aid or on your own, how many blocks can you go on level ground?

less than 2       2 to 4       more than 4

3. If you were to ride the regular PVTA bus  would you need someone with you?

To help me get to or from the bus stop →  Always  Sometimes  Never  
 To help me get on or off the bus → → →  Always  Sometimes  Never  
 To help me when I get where I'm going →  Always  Sometimes  Never

4. Have you ever had any training to learn how to use a regular bus?

Yes → → →  
 No

Was the training given by PVTA?  Yes  No

I learned: (Check all that apply to you.)

General bus travel  
 How to ride one or two specific routes  
 I finished the training  
 I did not complete the training

5. Have you ever used a regular bus? 

Yes       No

## **B. Disability or Health Condition Information** *(To be completed by applicant)*

Please read pages 3 and 4 before completing this section, and indicate all conditions which affect your ability to use the bus.

### **1. General Medical Conditions**

None       Cancer       Diabetes  
 Kidney Dialysis       Organ Transplant       Pneumonia  
 Other \_\_\_\_\_

How does this condition effect your ability to ride the fixed route service?  \_\_\_\_\_

### **2. Bone and Joint Conditions**

None       Ankylosing Spondylitis       Arthritis  
 Fusion       Osteo-arthritis       Osteoporosis  
 Rheumatoid Arthritis       Scleroderma  
 Amputation of: (please specify) \_\_\_\_\_  
 Broken Bone: (please specify) \_\_\_\_\_  
 Other \_\_\_\_\_

How does this condition effect your ability to ride the fixed route service?  \_\_\_\_\_

### **3. Brain/Nerves/Muscle Conditions**

None       Alzheimer's Disease       Brain Injury  
 Cerebral Palsy       Dementia       Epilepsy  
 Guillian-Barre       Hemiplegia       Huntington's Chorea  
 Multiple Sclerosis       Muscular Dystrophy       Paraplegia  
 Parkinson's Disease       Post-polio       Quadriplegia  
 Spina Bifida       Stroke       Vertigo/Dizziness  
 Other \_\_\_\_\_

How does this condition effect your ability to ride the fixed route service?  \_\_\_\_\_

### **4. Heart and Circulatory Conditions**

None       Angina       Congestive Heart Failure  
 Edema       Heart Attack       Heart Surgery  
 High Blood Pressure       Peripheral Vascular Disease  
 Other \_\_\_\_\_

How does this condition effect your ability to ride the fixed route service?  \_\_\_\_\_

*(more on next page)*

## 5. Lung and Breathing Conditions

None  Allergies  Asthma  
 Chronic Obstructive Pulmonary Disease (COPD)  
 Cystic Fibrosis  Emphysema  Lung Cancer  
 Other \_\_\_\_\_

How does this condition effect your ability to ride the fixed route service?  \_\_\_\_\_

## 6. Vision/Hearing/Speech Conditions

None  Aphasia  Cataracts  
 Deaf  Deaf-Blind  Diabetic Retinopathy  
 Glaucoma  Hard of Hearing  Legally Blind  
 Night Blindness  Partially Sighted  Visual Field Deficit  
 Other \_\_\_\_\_

How does this condition effect your ability to ride the fixed route service?  \_\_\_\_\_

## 7. Developmental/Mental Conditions

None  Autism  
 Developmental Disability:  Mild  Moderate  Severe  
 Mental Retardation:  Mild  Moderate  Severe  
 Mood Disorder  Psychosis  Thought Disorder  
 Other \_\_\_\_\_

How does this condition effect your ability to ride the fixed route service?  \_\_\_\_\_

## 8. Is your health condition or disability temporary?

Yes → How long do you expect it to last? # mos. \_\_\_\_\_ # yrs. \_\_\_\_\_

No → → → → How long have you had this condition or disability?  
 I don't know → # Since birth # mos. \_\_\_\_\_ # yrs. \_\_\_\_\_

## 9. Does your disability or health condition change from time to time in ways which affect your ability to use the bus?

Yes → → → → Please describe \_\_\_\_\_  
 No \_\_\_\_\_

# C. Functional Assessment

(To be completed by applicant)

Task Description	Cannot Perform Task	Performs Task with Assistance	Performs Task Independently
Climb Stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Read Informational Signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hear Spoken Directions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use PVTA Buses 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have a cognitive disability, are you able to:

Give addresses and telephone numbers upon request?  Yes  No

Recognize a destination or landmark?  Yes  No

Deal with unexpected situations or an unexpected change in routine?  Yes  No

Ask for, understand and follow directions?  Yes  No

Safely and effectively travel through crowded and/or complex facilities?  Yes  No

Please use the following space for a narrative assessment of your functional level: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## D. Regular Bus Use Information

(Please answer all questions even if you do not ride the regular PVTA bus.)



1. Do you ride the regular PVTA bus?

Yes → → → →

How many days per week? \_\_\_\_\_

How many days per month? \_\_\_\_\_

No

No, but I used to ride the bus →

How long ago did you stop?

Why? \_\_\_\_\_

2. Can you communicate with a bus driver yourself or with the help of an aid (such as a letter board or bus route ID cards)?

Yes

No → → → →

*Please check all that apply.*

- I cannot understand the driver
- I need a communication aid and don't have one
- Other people cannot understand me
- Other \_\_\_\_\_

3. How many blocks do you need to go to get to a PVTA bus stop from your home?

Less than 2

2 to 4

More than 4

Don't know

4. Using a mobility aid or on your own, can you make your way to the PVTA bus stop by your home?

Yes

No → →

*Please check all that apply to you.*

- I can't find the stop because I get confused
- I need someone to help me get there
- I could with training
- I don't want to ride the PVTA bus

Why? \_\_\_\_\_

- The ground is too uneven or steep for me to get there
- I can't go that far
- Snow or heavy rain make it impossible for me to get there
- Other \_\_\_\_\_

5. Can you wait 10 minutes at a PVTA bus stop that does **not** have seats and a shelter?

Yes

No → →

*Please check all that apply.*

Standing for 10 minutes makes me too tired to ride the bus

Very cold weather is dangerous to my health

How? \_\_\_\_\_

Very hot weather is dangerous to my health

How? \_\_\_\_\_

Other \_\_\_\_\_

No, but I could wait for 10 minutes at a stop which does have seats and a shelter

6. PVTA buses have lifts and kneelers to help you get on the bus if you have difficulty with steps. If you were to use the PVTA bus lift or kneeler could you get on and off the lift by yourself (whether standing or with a mobility aid)?

I don't know, I've never tried it

Yes, I can get on and off by myself

Sometimes → →

*Please check all that apply.*

No → → → →

There isn't room at my bus stop

The ground at my bus stop is too uneven or steep

I feel unsafe on the lift

My mobility aid won't fit on the lift

I need someone to help me on and off

Other \_\_\_\_\_

7. Do you know where to get off the bus or can you find out?

Yes

No → → → →

*Please check all that apply.*

I get confused or can't remember where I'm going

I don't know where the bus stop is

I need a communication aid and don't have one

I could with training

Other \_\_\_\_\_

*(more on next page)*

8. After you get off the bus, can you make your way to the place you need to go?

Yes

No → →

*Please check all that apply.*

I get confused or can't remember where I'm going

I need someone to help me get there

The ground is too uneven or steep for me to get there

I can't walk that far

I could with training

Other \_\_\_\_\_

9. Are there any other conditions which limit your ability to use the bus?

Yes (please explain) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

No

## **E. Applicant Signature**

**Do Not Detach — must be submitted with application.**

1. I certify that the information I gave in this application is true and correct. I understand that falsification of information may result in denial of service. I understand all information will be kept confidential, and only the information required to provide the services I request will be disclosed to those who perform those services. I understand that PVTA may contact the health care professional who has completed the Professional Verification attached to this application, in order to confirm this information. PVTA reserves the right to contact your current PVTA transportation provider and to complete an additional assessment of each applicant.

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

**Please have page 9 completed before you send in this form!**

2. Person completing form if other than applicant (please check one):

I certify that the information provided in this application is true and correct based upon information given me by the applicant.

I certify that the information provided in this application is true and correct based upon my own knowledge of the applicant's health condition or disability.

Exceptions or Additions: \_\_\_\_\_  
\_\_\_\_\_

Print Name \_\_\_\_\_

Signature \_\_\_\_\_ Daytime Phone \_\_\_\_\_

Relationship to Applicant \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

**Once your application is received, PVTA will process it within 21 working days.**

## F. Professional Verification

NOTE: THIS PORTION MUST BE COMPLETED BY ONE OF THE FOLLOWING CURRENTLY LICENSED PROFESSIONALS: registered nurse, physician, social worker, psychologist, physical therapist, chiropractor, occupational therapist, speech pathologist, nurse practitioner, physician's assistant, mental health counselor, respiratory therapist, vocational rehabilitation counselor, or recreation therapist employed by a medical facility.

The Americans with Disabilities Act of 1990 (ADA) is a civil rights law which bans discrimination against people with disabilities. To meet their needs, public bus companies must provide a variety of services.

The applicant may be found eligible for paratransit van services for all trips he/she requests, or eligible (based on functional ability) for some trip requests but not for others, or capable of using the regular bus.

NOTE: Many PVTA buses are equipped with a lift for people who use a wheelchair or cannot climb stairs.

The information you provide will enable us to make an appropriate determination for each trip request. All information will be kept confidential. Thank you for your assistance.

Capacity in which you know the applicant: \_\_\_\_\_

Physical and/or cognitive condition which prevents use of lift-equipped bus: \_\_\_\_\_

How does this prevent the use of a regular bus (in lay terms)? \_\_\_\_\_

Is this condition temporary?  No  Yes, for \_\_\_\_\_ months

I have reviewed all of the information contained in this application, and hereby certify that all information is true and correct to the best of my knowledge and ability.

Exceptions or Additions: \_\_\_\_\_

Print Name \_\_\_\_\_

Signature \_\_\_\_\_ Daytime Phone \_\_\_\_\_

Relationship to Applicant \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Professional License, Registration or Certification # \_\_\_\_\_

# G. Travel Information

## Frequent Public Transit Origins and Destinations

Please list your five most frequent trips, and how you get there now.

**SAMPLE****Origin****Destination****How many times per week do you go there?**1. home181 W. Madison, Chicago5

How do you get there now?

 Fixed route bus Special Services Other **Origin****Destination****How many times per week do you go there?**1.  

How do you get there now?

 Fixed route bus Special Services Other 2.  

How do you get there now?

 Fixed route bus Special Services Other 3.  

How do you get there now?

 Fixed route bus Special Services Other 4.  

How do you get there now?

 Fixed route bus Special Services Other 5.  

How do you get there now?

 Fixed route bus Special Services Other



**APPENDIX D**

**Press Releases**



November 17, 1994

Agawam  
Amherst  
Belchertown  
Chicopee  
East Longmeadow  
Easthampton  
Granby  
Hadley  
Hampden  
Holyoke  
Leverett  
Longmeadow  
Ludlow  
Northampton  
Pelham  
South Hadley  
Springfield  
Sunderland  
Ware  
West Springfield  
Westfield  
Wilbraham  
Williamsburg

**Contact: Michele Goldberg**  
**Phone: (413) 732-6248**

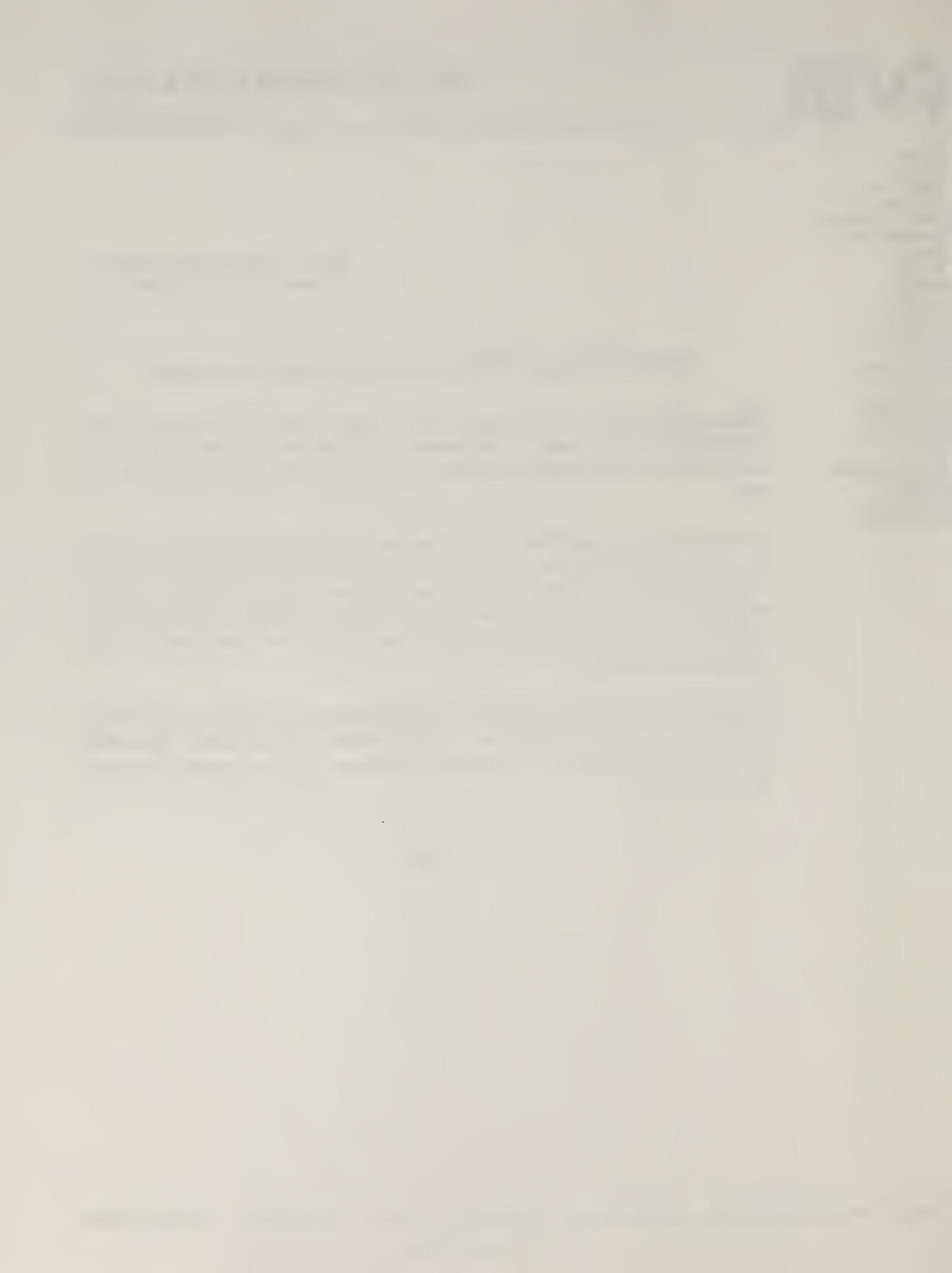
### **ADA Paratransit Plan Available for Comment**

**Springfield, MA** -- The Pioneer Valley Transit Authority announces the availability of their annual Complementary Paratransit Plan Update. The plan details milestones for compliance with the Americans with Disabilities Act.

PVTA filed its original plan in 1991 and files annual updates to the plan with the Federal Transit Administration. Milestones reached in 1994 include the implementation of weekend paratransit service and next day brokering for weekend service in Hampshire County. The Authority will be in full compliance with ADA mandates by January 1995; two years prior to the compliance deadline.

A draft of the update is available for public comment by contacting PVTA at 2808 Main Street in Springfield or by calling 413-732-6248. Accessible formats are available upon request. Comments will be accepted through December 30.

-30-



# Union-News, Wednesday, November 9, 1994

## PUBLIC HEARING

the Pioneer Valley Transit Authority (PVTA) will hold two public hearings regarding the 1995 ADA Complementary Paratransit Plan Update on Tuesday, November 15, 1994 at 2:00 p.m. in the Council Chambers, Springfield City Hall, Springfield; and Thursday, November 17, 1994 at 2:00 p.m., at the Amherst Council on Aging, 70 Boltwood Walk, Amherst. Assistive listening system, interpreter and access for the handicapped will be provided.

Copies of the plan are available for public comment and can be obtained by contacting the PVTA at 300 Main Street, Springfield, MA 01102 or by calling 413-732-4248. The update is available in accessible formats upon request. Comments will be accepted until December 31, 1994. If you require transportation, please contact PVTA at the above number.

Nov. 15

## DAILY HAMPSHIRE GAZETTE

THURSDAY, NOVEMBER 10, 1994

## PUBLIC HEARING

The Pioneer Valley Transit Authority (PVTA) will hold two public hearings regarding the 1995 ADA Complementary Paratransit Plan Update on Tuesday, November 15, 1994 at 2:00 p.m. in the Council Chambers, Springfield City Hall, Springfield; and Thursday, November 17, 1994 at 2:00 p.m., at the Amherst Council on Aging, 70 Boltwood Walk, Amherst. Assistive listening system, interpreter and access for the handicapped will be provided.

Copies of the plan are available for public comment and can be obtained by contacting the PVTA at 300 Main Street, Springfield, MA 01102 or by calling 413-732-6248. The update is available in accessible formats upon request. Comments will be accepted until December 31, 1994. If you require transportation, please contact PVTA at the above number.

Nov. 10



**APPENDIX E**

**Mailing Samples**





Dear ADA Client:

The Pioneer Valley Transit Authority is pleased to announce extended hours and next-day service for ADA Paratransit service in Hampshire County on weekends (Saturday & Sunday) beginning Saturday September 17, 1994. If you are traveling in an area that has fixed route bus service during weekends, and you are traveling within 3/4 of a mile of a fixed bus route, you can now access van service during the same hours as regular bus service.

Please be sure to schedule your trip the day before (i.e. Friday for a Saturday trip; Saturday for a Sunday trip and Sunday for a Monday trip) by calling the PVTA's ADA office from 8:30 a.m. to 5 p.m. While PVTA is able to book trips the day before the trip is necessary, we would appreciate you providing as much advanced notice as possible. This allows us to serve the needs of the largest amount of passengers possible.

Thank you for your cooperation. Should you have any questions, please feel free to call us at 1-800-752-1638.

The Pioneer Valley Transit Authority  
Special Services Department



PIONEER VALLEY  
METROPOLITAN PLANNING ORGANIZATION  
DOCUMENT TRANSMITTAL MEMORANDUM

DATE: January 18, 1995

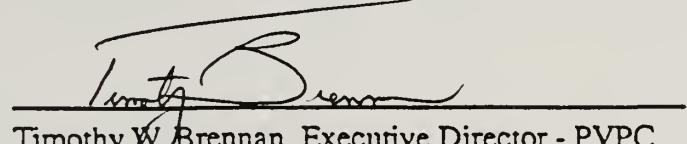
23

bp

TO:

<input type="checkbox"/> MHD-BTP&D	<input type="checkbox"/> EOTC	<input type="checkbox"/> FHWA	<input checked="" type="checkbox"/> PVTA
<input type="checkbox"/> MHD-DIST.	<input type="checkbox"/> DEP	<input type="checkbox"/> FTA	<input type="checkbox"/> JTC
<input type="checkbox"/> MHD-CEPO	<input type="checkbox"/> EOCD	<input type="checkbox"/> EPA	<input type="checkbox"/> PVPC

On behalf of the Chairman of the Metropolitan Planning Organization (MPO), the following document is transmitted for the identified purposes.

  
\_\_\_\_\_  
Timothy W. Brennan, Executive Director - PVPC

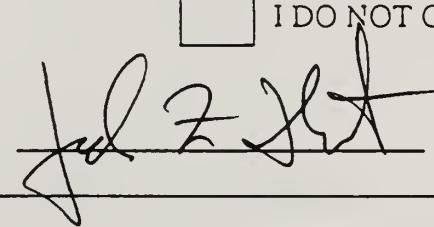
PURPOSE:

DOCUMENT:

<input type="checkbox"/> INFORMATION	<input type="checkbox"/> DRAFT	<input type="checkbox"/> UWP _____
<input checked="" type="checkbox"/> APPROVAL	<input type="checkbox"/> FINAL DRAFT	<input type="checkbox"/> TIP _____
<input type="checkbox"/> REVIEW & COMMENT	<input type="checkbox"/> FINAL	<input checked="" type="checkbox"/> OTHER: <u>1995 Complementary Paratransit Plan</u>
<input type="checkbox"/> A-95 REVIEW	<input type="checkbox"/> MPO ENDORSED	Update _____

I CONCUR

I DO NOT CONCUR

SIGNATURE: 

DATE: 1-18-95

DISTRIBUTION:

<input checked="" type="checkbox"/> MHD-BTP&D	<input checked="" type="checkbox"/> EOTC	<input checked="" type="checkbox"/> FHWA	<input checked="" type="checkbox"/> PVTA
<input type="checkbox"/> MHD-DIST.	<input type="checkbox"/> DEP	<input checked="" type="checkbox"/> FTA	<input type="checkbox"/> JTC
<input type="checkbox"/> MHD-CEPO	<input type="checkbox"/> EOCD	<input type="checkbox"/> EPA	<input checked="" type="checkbox"/> PVPC



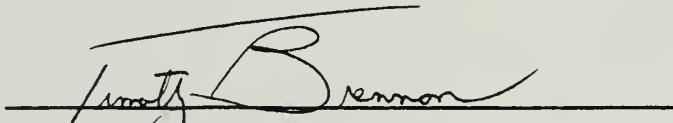
PIONEER VALLEY  
METROPOLITAN PLANNING ORGANIZATION  
DOCUMENT TRANSMITTAL MEMORANDUM

DATE: January 19, 1995

TO:

<input type="checkbox"/> MED-BTP&D	<input type="checkbox"/> EOTC	<input type="checkbox"/> FHWA	<input type="checkbox"/> PVTA
<input type="checkbox"/> MED-DIST	<input type="checkbox"/> DEP	<input type="checkbox"/> FTA	<input type="checkbox"/> JTC
<input type="checkbox"/> MED-CPO	<input type="checkbox"/> EOCO	<input type="checkbox"/> EPA	<input checked="" type="checkbox"/> PVPC

On behalf of the Chairman of the Metropolitan Planning Organization (MPO), the following document is transmitted for the identified purposes.

  
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Timothy W. Brennan, Executive Director - PVPC

PURPOSE:	DOCUMENT:	
<input type="checkbox"/> INFORMATION	<input type="checkbox"/> DRAFT	<input type="checkbox"/> UWP
<input checked="" type="checkbox"/> APPROVAL	<input type="checkbox"/> FINAL DRAFT	<input type="checkbox"/> TIP
<input type="checkbox"/> REVIEW & COMMENT	<input type="checkbox"/> FINAL	<input checked="" type="checkbox"/> OTHER: <u>1995 Complementary Paratransit Plan</u>
<input type="checkbox"/> A-95 REVIEW	<input type="checkbox"/> MPO ENDORSED	<u>Update</u>
 <input checked="" type="checkbox"/> SIGNATORY ENDORSEMENT: <input checked="" type="checkbox"/> I CONCUR		
<input type="checkbox"/> I DO NOT CONCUR		

SIGNATURE: Richard G. Butler DATE: 1/19/95

DISTRIBUTION:

<input checked="" type="checkbox"/> MED-BTP&D	<input checked="" type="checkbox"/> EOTC	<input checked="" type="checkbox"/> FHWA	<input checked="" type="checkbox"/> PVTA
<input type="checkbox"/> MED-DIST	<input type="checkbox"/> DEP	<input checked="" type="checkbox"/> FTA	<input type="checkbox"/> JTC
<input type="checkbox"/> MED-CPO	<input type="checkbox"/> EOCO	<input type="checkbox"/> EPA	<input checked="" type="checkbox"/> PVPC

